



# Contact Center Outsourcing

## Strategic, growth-enabling contact center solutions.

### Let's talk

Businesses today want more than cost advantages; they want improved performance, process innovation and better service. To meet these requirements, your outsourcing partner must take a comprehensive approach to contact centers, including a skilled workforce, proven best practices, business continuity planning and an integrated technology platform for robust program delivery.

TELUS International can help, thanks to our multi-shore, bilingual English and Spanish language contact center operations in the U.S., the Philippines, Guatemala and El Salvador. Our contact centers provide a full range of cost-effective solutions for customer care, sales, technical support and back-office work.

TELUS International has invested heavily in seat capacity, technology infrastructure, facilities and leading training processes. Our scalable facilities are connected by a fully redundant, robust technology backbone supported by rigorous privacy and security standards. Our agents are dynamic and can quickly and effectively resolve customer inquiries. All of this underpins the TELUS commitment to clients: superior service quality and cost-effective delivery.

### Improve profits, enhance service

TELUS International can help transform your contact center into an engine of profit growth and a means of differentiating your products. Your company can improve earnings, avoid or unwind related capital commitments, and enhance the marketability of goods or services. The advantages of our end-to-end contact center solutions include:

**Comprehensive service.** We offer fully integrated, multi-channel services encompassing voice, email, chat and Web-based support.

**Cost savings.** Depending on your business model, our outsourcing solutions can reduce your contact center costs by 30-50%.

**Language diversity.** For multi-language programs with a strong customer experience focus, TELUS offers access to bilingual English and Spanish speaking agents.

**Geographic diversity.** With contact center operations throughout North America, Latin America and Asia, TELUS International can enhance your business continuity and disaster recovery options, ensuring your business is always up and running.

**Best practices.** Innovative processes in recruiting, training and performance management help us exceed client metrics and outperform the competition. Clients recognize many of our processes as best practices and have adopted them in their own environments.

**Next-available-agent call routing.** Our international voice and data network allows for global next-available-agent call routing. By taking advantage of global skilling, your customers get quick, and efficient support in the language they require.

**Robust network and IT infrastructure.** Leveraging the infrastructure of our multi-billion dollar telecommunications parent, TELUS, we are able to operate and maintain network and IT infrastructure with carrier-grade reliability and robust security, tailored to the needs of our customers.

**Easy scale-up.** With scalable network resources and recruiting and training processes, we can rapidly scale existing programs and quickly launch new programs across multiple geographies.

**Seamless integration.** Our disciplined project management methodology ensures successful implementation. It also enables seamless transition and/or consolidation from internal contact center operations or third-party suppliers.

**Focus on your business.** Teaming with TELUS enables you to focus on your strategic business issues, confident that our experts are handling your contact center needs. Instead of your organization having to purchase, maintain and support complex contact center systems, TELUS provides these services for a predictable monthly charge.

### The TELUS advantage

TELUS International is recognized as a leader in the global contact center industry. Achievements include:

- Global Services 100 list
- Contact Center World's Top Outsourcer
- MVP (Marketing Via Phone) Quality Award
- International ICT Award, BPO Employer of the Year Finalist
- NOA Contact Center Provider of the Year Finalist
- Frost & Sullivan, Latin American Contact Center Outsourcing, Best Practices Award
- Zagada, New Standard for Measuring Call Center and BPO Service Performance

## End-to-end solutions

TELUS International focuses on transformational solutions for our clients. We provide a comprehensive range of contact center solutions delivered via voice, email and chat channels.

### Customer care

Our award-winning Customer Care Practice revolves around continuously improving the experience of our clients. We implement innovative processes that result in exceeding key performance metrics. Customer care services include:

- General inquiries
- Account activation status
- Applications/order processing
- Billing inquiries
- Change of address
- Delivery status
- Disputes handling
- Missing, wrong and damaged goods
- Payment processing
- Product information
- Reservations
- Returns
- Services support

### Technical support

Our Technical Support Practice handles many different types of calls for leading companies in diverse industries. TELUS International agents are trained to focus on first call resolution, while meeting quality and customer satisfaction goals. Technical support services include:

- Hardware and software troubleshooting
- Hardware warranty support
- Installation/removal
- Operating system installation and functional support
- Parts replacement
- PC protection support
- Program compatibility
- Repair/contract services extension processing
- Security CD support
- Network administration
- Database management
- Internet and broadband support
- Mobile devices support

### Sales

TELUS International agents handle millions of sales calls each year – contributing directly to our clients' revenue streams. We have an excellent track record for meeting Average Order Values and Close Rates. Our sales support services include:

- Inbound sales
- Outbound sales
- Cross-sell and up-sell

### Customer administration

We provide many off-phone activities designed to help clients streamline their customer administration needs:

- Order processing
- Account maintenance
- Enrolment processing
- Plan switches

### Market research

TELUS International has proven adept at tactful and tactical information gathering. We do this work across many industries, for demographic collation as well as complex surveys. Our market research services include:

- Hardware information surveys
- Software and systems information surveys
- Contact information and demographics surveys
- Commercial real estate surveys

### Directory assistance

TELUS International supplies telephone and wireless service users with directory lookup services from listings across the U.S. and Canada. The Paisley Group has recognized TELUS as the top directory assistance provider based on excellence in customer care and fulfillment.

## Our clients

TELUS International serves some of the world's largest and most demanding clients. Industries served include:

- Telecommunications
- Information technology
- Manufacturing and consumer electronics
- Utilities
- Financial services
- Travel and hospitality
- Market research

CONNECT WITH US TODAY

TELUS International  
telusinternational.com information@telusinternational.com

